

OER by Email Attachment Program
STANDARD OPERATING PROCEDURES
AS OF: 29 OCT 05

1. Purpose: Provide an alternate method of getting Active Component OERs to HRC-Alexandria (other than U.S. mail, overnight mail, or courier) while maintaining a quality OER in an officer's Official Military Personnel File (OMPF).

2. Eligibility.

a. For units deployed to contingency theater of operations.

b. For units based in (as of July 2005) USFK, USAJ, Pacific, Alaska

c. For units in divisions having transformed into a Personnel Services Delivery Redesign (PSDR) configuration (without PSB) and are scheduled to deploy to a contingency area of operations. (We have a separate solution coming for installations and units located in stable operations with good mail. Its better to wait for that.)

3. Parameters.

a. OERs must be sent by authorized senders.

b. Once emailed, an OER original does not come to HQDA HRC-Alexandria. That original OER will remain in unit as a copy. If that original does come to HRC-Alexandria after the email attachment version it will be rejected as a duplicate.

c. Users can seek information or authorization by sending an email to tapcmsesr@hoffman.army.mil. (when it is broken down into parts, that email address is: tapc mse sr @ Don't confuse it with others that are closely related.) A complete SOP (listing information and qualification requirements) will be returned to the user for his/her action.

4. Future Actions.

a. We do not intend to expand this program any further at this time. The risk we take with maintaining quality products in an officer's file is worthwhile for these units but not effective Army wide.

b. We are already working with Army Publishing Directorate for the long term solution – electronic signature, electronic routing and final submission, wizard-formats for forms completion, automatic transfer of information from support form to evaluation – with the Forms Content Management Program. We expect to have a product ready for field use by Nov 05.

3. Sender Actions.

a. Obtain authorization to use this program.

(1) Send email to tapcmsesr@hoffman.army.mil requesting authorization to send in email with OER attachments. (When it is broken down into parts, that email address is: tapc mse sr @ Don't confuse it with others that are closely related.) Provide information **in the order listed** below:

***If this is a request to replace authorized senders please put names here:**

a. Senders (repeat all information for each sender.) Recommend 2 per unit, or one per shift, or one per location if dispersed.

- (a) Sender Name:
- (b) Sender Rank or Pay Grade:
- (c) Sender Email Address:
- (d) Sender Deployed Unit Address:
- (e) Sender Office Symbol:
- (f) Sender DSN Telephone (w/prefix):
- (g) Sender Supervisor Name:
- (h) Sender Supervisor's Rank/Grade:
- (i) Sender Supervisor's e-mail Address:

b. Confirm deployed status into theater of contingency operations: Yes / No

c. If no, confirm sender is in Bde S-1/Bn S-1/PSB in USFK or USAJ. Yes / No

d. Please provide DEROS for each sender.

(2) Receive confirmation from HRC-ALEXANDRIA before initiating email with OER attachments (test or otherwise).

(3) Run test of the upload device intended for use (i.e. scanner / digital sender) with HRC-ALEXANDRIA (tapcmsesr@hoffman.army.mil) before initiating full throttle operations and emails. We will give comment on the quality of OER and how to improve it before any OER has to be officially processed into a rated officer's OMPF.

(4) Keep POC information up to date as personnel change on status. Send notification of POC change messages to tapcmsesr@hoffman.army.mil. We will use POC information pass information on reports that are rejected for poor quality, unable to open, unable to print, any number of other email problems - it is important.

b. Rules (once approved) for Transmitting an OER as an Email Attachment.

(1) OERs must be in email sent to: tapcmsesr@hoffman.army.mil
- This is an email inbox established SOLELY for accepting OERs by email attachment. Please do not use it for other admin questions. Use the routine (tapcmse@hoffman.army.mil) address for other questions.

(2) OERs must be in a double sided file -- no single pages accepted.

(3) Only 1 OER attachment per email. Email "subject" line should reflect at least the last name of rated officer on OER. Do not use unit designed cover sheets – attach only the OER and any authorized enclosures. DO NOT place officer's SSN in the subject line.

To receive an automatic response from us when you submit an OER, please put this information in the Subject: block [OER VIA EMAIL FOR: NAME, RANK OF RATED OFFICER.](#)

(4) OER attachment must be named by, as a minimum, last name of Rated Officer (RO). Add thru dates if there are multiple OERs for the same officer.

(5) Attachment should preferably be in .PDF format or 300dpi TIF image format, but can accept others if that is the only way to get it attached and processed.

(6) Printed quality at HRC-ALEXANDRIA must be good enough to allow the report to be scanned into and viewed through the HQDA OERS-E computer application

- without extraneous black lines or marks
- full sized (no shrinking), as near as a full sized 8 1/2" by 11" page as possible
- aligned on the page (straight)
- all line edges and markings visible on the page
- light enough background to scan properly into our system (many transmit with dark gray background)

(7) Sender will place their signature block in the body of the email. As a minimum, type first and last name. Don't let others who aren't authorized use your name to forward emails. We are running a cross-check to maintain quality with authorized senders.

(8) As with routine mail operations, OER attachment will be printed and entered into a daily, Senior Rater profiling batch based on receipt time and date the OER arrives at the OER Processing branch. (Monday's batch will catch those arriving over the weekend.) Do not put "batching" instructions in the email body - the received by date is the final say on when the report arrived at HRC-ALEXANDRIA. Consider this email in-box as the HRC-Alexandria mailroom. The batch date is confirmed the date the OERs arrives at the OER Processing Branch. **Do not wait until the last day before an OER is due to send it in if you want to ensure that it WILL NOT be late and/or make a board cut off date.**

c. Methods to Send OERs via Email Attachment.

(1) By scanner to computer, copied into email as an attachment

(2) By digital sender directly to our email address for OERs
(tapcmsesr@hoffman.army.mil)

(3) By digital sender to managing computer, copied into email as an attachment. Instructions in second attachment, SUBJECT: Use of Digital Sender to send Email with (OER) Attachment

4. HRC-ALEXANDRIA Actions.

a. A human will not send a confirmation email upon receipt; however, our system automatically kicks out a “reply” email if the sender has the right words in the SUBJECT line. See this SOP for details. Senders are responsible for following up on receipt of the reports.

b. Will make a quick review of OERs for quality. Will reject attachments that do not meet basic quality standards.

c. If OER is not administratively correct OER Processing Branch will contact the unit and rating officials using the already established and practiced methods.

5. POC: Mrs. Karen Scherer, Evaluation Systems Office, AHRC-MSE, 703-325-9660/4140 (DSN: 221), tapcmse@hoffman.army.mil

Attachments:

1 - Common Problems or Errors

2 - Interactive Web Response System (IWRS) for Active Component OER

Attachment 1: Common Problems in OER by Email Program

1. Common Problem for Sender: Rated officer asks, “My report was electronically sent and I don’t see my report in my file. Can you tell me if my report was received?”

Fix: Authorized senders should confirm acceptance of the evaluation after 2 to 3 days of receipt of the report. This way the unit can be assured that the report was accepted for processing. They can confirm receipt in several ways with different degrees of confidence:

a. If you put OER VIA EMAIL FOR: NAME, RANK OF RATED OFFICER in the subject line of the email, the system will generate an automatic response and the sender will know the email got to the OER by Email inbox. Risk: It might still be a bad image however and get rejected once reviewed.

b. 2 or 3 days after sending an email the sender should check IWRS to see if the report “hit.” You wait 2-3 days because there is always a 2-3 days lag between date of receipt and date it will show in the system. That’s the time we are manually sorting and scanning reports.

c. If after 2-3 days the report is still not showing, contact the program either by phone or email and ask for assistance. We can track down individual problems and get you answers.

2. Common Problem for Sender: My unit electronically sent my evaluation and I also mailed my copy to make sure you received it.

Fix: Sending in a second copy of the same report may delay processing of all reports. Receiving a second copy of the same report creates an error in the evaluation system which has to be verified (a) if it is a true duplicate copy (b) if it is a new report with overlapping dates or (c) if it is a corrected copy to the initial report and not a technically new report.

a. Once emailed to HQDA, an OER original does not come to HQDA HRC-Alexandria. The original signed OER will remain in the unit as a copy. If that original does come to HRC-Alexandria after the email attachment version it will be rejected as a duplicate.

b. Once emailed, (after 2-3 days) check IWRS. See problem / fix above for specifics.

3. Common Problem for Sender: I sent a report on this officer and it did not show up on IWRS and so I sent it again. Then I inquired about the report, and found out that it was rejected both times.

Fix: Evaluations submitted for processing are reviewed in several stages as part of the “receipt” process before entering into the automated application used by HQDA. An OER will not show in IWRS until it gets into this system. If the form does not meet basic standards it gets rejected. Common errors causing rejection are:

- a. a grayish image,
- b. printed in color
- c. top or bottom margin too large (over 1#) – too small / cut off
- d. missing edges (cut off lines), not a full sized page scan
- e. unauthorized sender for the email program (see this SOP to get authorized)
- f. incorrect file format (see this SOP for specifics)
- g. incomplete reports (one side only) (one sided documents)
- h. multiple OERs in one email.

4. Common Problem for Sender. Reports get rejected.

Fix. The print quality of an evaluation received at HRC-ALEXANDRIA must be good enough to allow the report to be scanned and then viewed through the HQDA OERS-E computer application. What we've found is that the scanning equipment is not always set on the required settings when the image is produced at the unit level. See above for common errors. Or the scanners optical eye may be dirty. The scanner light bulbs might be burned out.

Fix. OERs must be sent by authorized senders. Users can seek information or authorization by sending an email to tapcmsesr@hoffman.army.mil. This SOP contains that information.

Once you receive a confirmation from HRC-ALEXANDRIA about authorization, you run test of the upload device intended for use (i.e. scanner / digital sender) with HRC-ALEXANDRIA (tapcmsesr@hoffman.army.mil) before initiating full throttle operations and emails. We will give comment on the quality of OER and how to improve it before any OER has to be officially processed into a rated officer's OMPF.

5. Common Problem. There is a dark blue tint to the image.

Fix: Make sure the scanning equipment is set on the correct DPI or type of scan.

6. Common Problem. The image has random square blocks of very light or faded text when printed.

Fix: Make sure the scanning equipment is set for black and white and not color.

7. Common Problem. There is a very large bottom margin (over 1").

Fix: rescan. Check settings on scanner and scanning software to make sure they are set on full page scan.

8. Common Problem. There is faded or fuzzy text along the edge (normally the right side) on front and back.

Fix. The optical eye may be dirty. The scanners bulbs might be burned out. It needs to be fixed because our processing application's optical reader can't pick up the text. It creates lousy copy in the rated officer's OMPF.

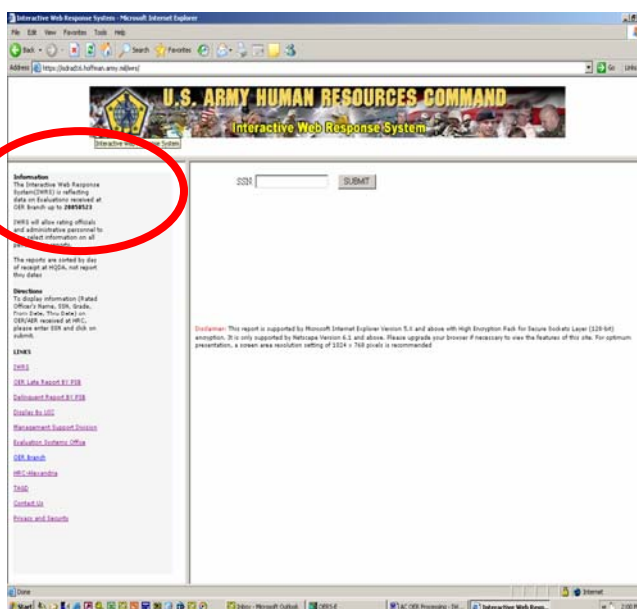
Attachment 2: Interactive Web Response System (IWRS) for AC OERs

1. Purpose. Provide administrative information concerning Active Component OER Interactive Web Response System (IWRS) to a variety of users (individuals, S-1, PSB, and commanders at all levels) to facilitate evaluation reporting system management.

2. General Information.

a. Date of Receipt. OERs are processed according to the date of receipt. Within a senior rater's profile we always process reports in the order they are received. Reports automatically tagged as board reports in our system are given priority processing over due course reports. We must also work off all reports received prior to that board report and get them all to profile in order. We encourage units use a DA Form 200 or postal or Fed Ex tracking number when mailing reports to HQDA. Some units, once authorized, may send OERs via email attachment to tapcmsesr@hoffman.army.mi. Email and ask for instructions. HQDA will not accept faxed copies.

b. Knowledge of Receipt. IWRS now shows the "load date" for reports –or date of receipt for which reports are visible. Information is located in the far left hand column. For any evaluation report there is always a 2-3 day lag between date of receipt and date of visibility in the system as having been received. Do not look for a report the day it arrived at HQDA and do not send duplicates as the system will not show you information until the evaluation report is scanned and loaded. This causes problems when you send in reports right before or on the due date for boards. You cannot get confirmation that the report made the cut-off until after the actual date.



Solution? Send early whenever possible. Until we go completely electronic, board related reports are held by HQDA and posted to an individual's OMPF after the results of the HQDA board are released.

c. Delays in Processing. If an error exists on a report, there could be a delay in completing other reports received on the same day. How so? If we receive 10 CPT OERs from COL Smith today and the examining section is able to complete all but 1 (perhaps because of an error), all of the other 9 OERs cannot be completed until the report with the error has been corrected.

d. **Some of the most common OER processing errors are:**

Error 1 – OER missing signatures (see AR 623-105 paragraph 3-17).

Error 2 – Negative OER is not properly referred (see AR 623-105 paragraph 3-33).

Error 3 – Senior rater does not meet minimum grade requirements to senior rate (see AR 623-105 table 2-1). This is solved by regular rating scheme maintenance (see AR 623-105 paragraph 2-3).

Error 4 – OER does not reflect the rated officer's proper Grade, Date of Rank (DOR), as of the THRU date (see AR 623-105 paragraph 3-16). HQDA bounces DOR against promotions.

Error 5 – OER reflects double spacing in part VIIc senior rater narrative (see AR 623-105 paragraph 3-20). Only Raters may double space between performance and potential in their narratives.

3. Interactive Web Response System (IWRS) Specific Information. IWRS is designed to give adequate information for users to manage their unit evaluation systems. Users need an AKO login and password. Icon locations:

a. Home page (at bottom) of the Human Resource Command homepage (look for IWRS Flag icon). (<https://www.hrc.army.mil>)

b. Management Support Division:
<https://www.perscomonline.army.mil/tagd/MSD/msdweb.htm>).

c. AKO (Self-Service / S-1 My Personnel) <https://www.us.army.mil>

4. IWRS Reports. Described and illustrated on the pages following:

SUBJECT: OER by E-mail Attachment SOP
As of: 30 Sep 05

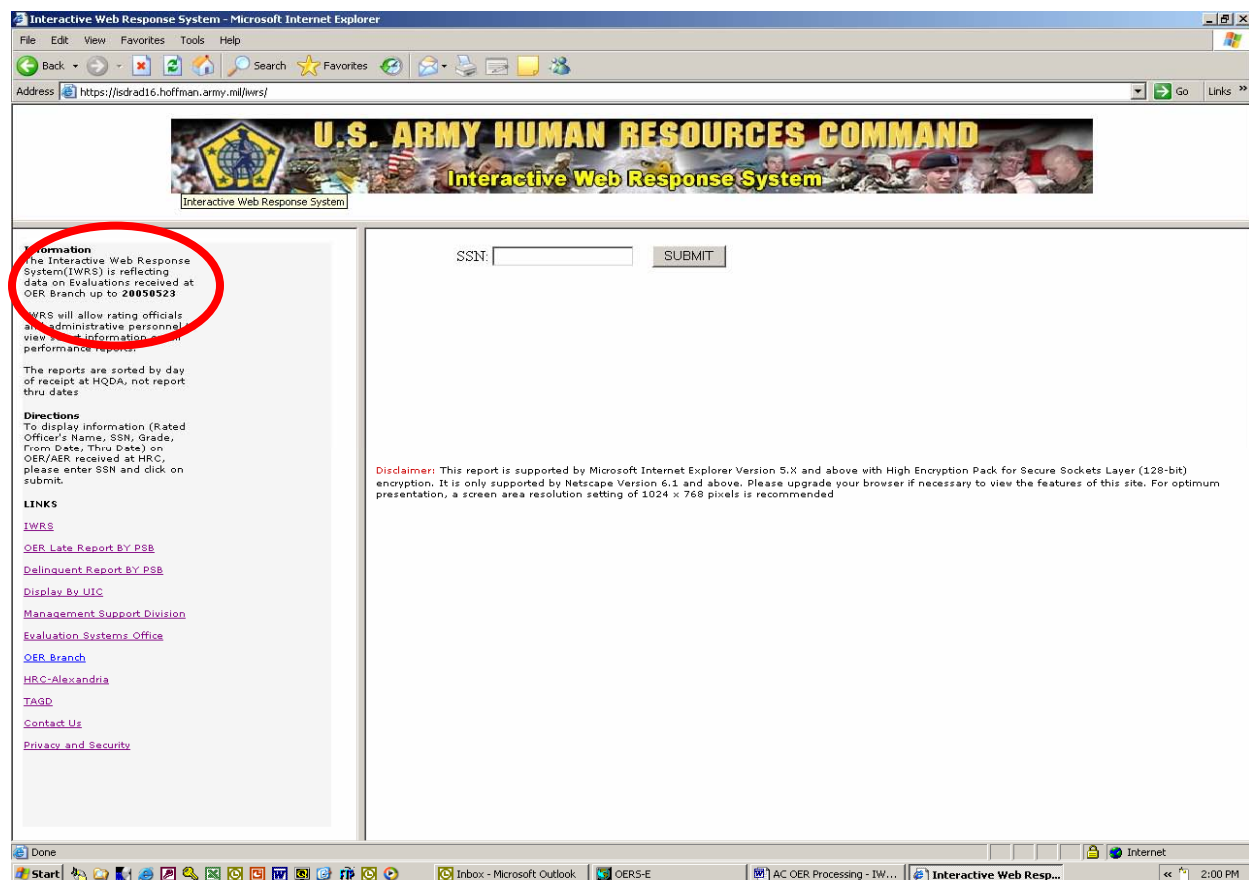
a. Individual Lookup (first screen):

What: By individual, provides administrative information for 67-9 OER and AER reports that are at HQDA either processing or completed.

How: Enter an officer's SSN, select a report and click on the word "detail" if you need more information.

Issues:

- There is a delay between date of HQDA receipt and date visible in this report due to the transition process getting the document into the application; it is normally 3 working days. Example - if a report arrives on Monday, 11 Dec, it will not be visible in the system by anyone until Wednesday, 13 Dec as having arrived on 11 Dec. Check date of information displayed (in red circle below) before getting nervous about missing reports.
- This report shows Soldiers who have departed the Army if they were not properly removed from the personnel database.
- This report does not show soldiers who are in Army Reserves or who might have recently transferred to Active Component from Army Reserves. (We are working on a fix for this.)
- This report shows reports in reverse order of date of receipt NOT date of thru date. The latest report received might not be the latest one. (We are looking to change this to sort by reverse THRU date, but it won't happen soon.)
- Does not reflect reports which are classified and processed in the classified system.



SUBJECT: OER by E-mail Attachment SOP
As of: 30 Sep 05

b. OER Late Report by PSB (left sidebar):

What: Sorted by PSB or Command Code, lists evaluation reports that arrived within a specified date range, at HQDA 90 days or more after their THRU date.

How: Enter period for consideration (i.e., all reports arriving between these dates: 20041202 - 20050131). Enter either a PSB or Cmd Code to generate a report. The first layer gives numbers but users can drill down to through specific PSBs to a by-name list of OERs.

Issues:

- Does not reflect reports which are classified and processed in the classified system.
- Times out if you try to run big reports by Command Code or for long periods of time. What happens on our end is the server and the view technology cannot handle the size of information you are requesting. Solution is to run reports by PSB code for shorter periods of time (i.e. by month).
- **Problem** – this currently reflects and calculates information off the THRU dates of reports that have been rejected. If a duplicate is sent in months after an original this report will use the duplicate and show that it is now late. We have a fix in to solve this problem. Expect it to be fixed by Aug-Sep 05.

Interactive Web Response System - Microsoft Internet Explorer

Address: https://edrad15.hoffman.army.mil/iwrs/

U.S. ARMY HUMAN RESOURCES COMMAND
Interactive Web Response System

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Delinquent Report For: F

Number of OER/AER over 495 days

Thu Jan 13 16:07:27 EST 2005

Name	SSN	Rank	Basic Branch	Document Type	Start Date	Thru Date	Reason Code	# Days Late	Board
Name & info covered for privacy purposes.	[redacted]	[redacted]	[redacted]	A	20030418	20030731	03	37	-
Name & info covered for privacy purposes.	[redacted]	[redacted]	[redacted]	A	19981101	19990520	22	1568	-
Name & info covered for privacy purposes.	[redacted]	[redacted]	[redacted]	A	20021222	20030531	22	97	-
Name & info covered for privacy purposes.	[redacted]	[redacted]	[redacted]	A	20020208	20030207	05	211	-

Total number of Officers 4

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LINKS

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- [OER Branch](#)
- [HRC-Alexandria](#)
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Done

Start

2 Microsoft... OERS-E I:\HRC-MS... U.S. ARMY... Interactive... Interactive... Microsoft Po... 4:07 PM

SUBJECT: OER by E-mail Attachment SOP
As of: 30 Sep 05

c. Delinquent Report by PSB (left sidebar):

What: Lists active component officers whose last report on file has a thru date over 16 months old. 16 months allows rating officials to write a 12 month annual report and have 3 months for unit processing and 1 month for unexpected circumstances.

How: Enter PSB Code or UA MILPO Code

Issues:

- Does not reflect reports which are classified and processed in the classified system.
- It will show officers who have separated from military service if that officer was not properly deleted from the personnel database of record.
- The current PSB code might not be the PSB (or unit) responsible for the delinquency. If the officer changed duty stations and the previous unit (or military or civilian school) failed to submit an evaluation the officer still appears under the current PSB.

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Interactive Web Response System

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Delinquent Report For: EU01

Number of OER/AER over 495 days

Thu Jan 13 15:58:30 EST 2005

Name	SSN	Rank	Basic Branch	Document Type	Start Date	Thru Date	Reason Code	# Days Late	Board
Name & info covered for privacy purposes.				A	20020102	20021224	03	259	-
				A	20000713	20010712	05	786	-
				A	20021004	20030610	03	88	-
				A	20020615	20030531	03	97	-
				A	20020709	20030630	03	68	1E13
				A	20030107	20030615	31	83	-
				A	20021018	20030701	03	67	1F73
				A	20020509	20030508	05	120	-
				A	20000602	20010601	05	827	15K0
				A	20021222	20030715	04	53	-
				A	20020824	20030731	03	37	-

d. Display by UIC (left sidebar):

What: Lists information on all officers associated with a specified UIC. Items are: the last evaluation report THRU date and the number of days late if it arrived 90 or more days after the thru date.

How: Enter UIC.

Issues:

- It does not reflect any reports which are classified and processed in the classified system.
- The current UIC is not always the UIC responsible for submitting the reports identified as "late" or not submitting them at all. If the officer changed duty stations and the previous unit (or military or civilian school) failed to submit an evaluation on time the officer appears under the current UIC as DEL.
- This report will pick up the Thru date and Received date for the most recently received report – to include rejected reports. This isn't a problem if reports arrive in the proper THRU date sequence. It does create problems when very old reports are sent in out of sequence to fill gaps. Also, if duplicates are sent in (to be later rejected as duplicates for a report already on file) it will pick up those received dates and make a very LATE report. (We are working on a fix to not show rejected reports. I'm not sure we can fix the "out of sequence order" problem but we are looking into it.)

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Interactive Web Response System

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Soldiers within UIC: w6ed24
Thu Jan 13 15:53:34 EST 2005

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Name	SSN	Doc Type	Thru Date	Recvd Date	Days Late
Name & SSN covered for privacy purposes.		DAFORM67-9	20040523	20040610	-
		DAFORM67-9	20040507	20040624	-
		DAFORM67-9	20040620	20040624	-
		DAFORM67-9	20040531	20040817	-
		DAFORM67-9	20040628	20040727	-
		DAFORM67-9	20040612	20040728	-
		DAFORM67-9	20040505	20040511	-
		DAFORM67-9	20040527	20041018	-46
		DAFORM67-9	20040822	20040823	-
		DAFORM67-9	20040403	20040520	-
		DAFORM67-9	20040608	20040616	-
		DAFORM67-9	20040619	20040701	-
		DAFORM67-9	20040713	20040713	-
		DAFORM67-9	20040619	20040803	-
		DAFORM67-9	20040615	20040624	-
		DAFORM67-9	20040305	20040426	-
		DAFORM67-9	20040510	20040713	-